Are You Capturing All Charges? Struggling With Accountability?

Functionality exists throughout Epic to allow for real-time automated and manual charge entry. Many organizations struggle to effectively manage these workflows: automatic charging is set up but not updated as documentation tools evolve, manual charge entry is confusing and often leads to inaccurate or missed charges, coding workflows are cumbersome and involve clicking through many areas of the chart, etc. On the back end, it can be challenging to keep the charge router and reconciliation processes up-to-date with the changing clinical workflows. This can cause a problem with accountability and ownership. At Parallon Technology Solutions (PTS), we understand accurate charging is everyone’s responsibility. During our assessments, we engage a cross-functional team of clinical and revenue cycle experts to assess the health of your charge capture workflows, CDM and Router build, and reconciliation processes.

Clinical Charge Capture

Our team works with your Epic Support Team to prioritize automated charging setup and review build to ensure it is accurate and referencing live documentation tools (e.g. the ED Facility Charge Calculator). Additionally, we interview end users with manual charge capture workflows – via flowsheet documentation, Charge Capture preference lists, etc. – to determine what improvements could be made to ensure those tools are intuitive and have a high likelihood of being completed based on their placement in the end users’ workflows.

Charge Reconciliation

We will audit your use of Epic tools to facilitate accurate charging and reconciliation including: CDM, charge router, revenue guardian checks, and charge review workqueues. In addition, we will review your education materials, reports, and processes in place to facilitate timely charge reconciliation. Finally, we will review your charge audit processes and feedback to the clinical areas.

The Project

Depending on the scope of your Revenue Integrity Assessment, these projects typically take between 4-6 weeks. At the end of the assessment, we will provide recommendations for automated charging, manual charge capture workflow improvements, modifications to the CDM and router build, charge review workqueues, and additional revenue guardian checks. We will also provide recommendations for strengthening your charge reconciliation processes and tools.

Discover how we can work together to maximize your Epic investment.
**KEY PROJECT BENEFITS**

- **Increased Revenue**
  - Fewer missed and late charges
  - Increased automatic charging capabilities
  - Fewer incorrect charges

- **Increased Fiscal Responsibility**
  - More effective training materials
  - Clearer accountability structures
  - More understandable reconciliation workqueues and reports

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**THE PTS ASSESSMENT PROCESS**

1. **SCOPE FINALIZATION & DATA REQUEST**
   - Finalize assessment, scope, timeframe, and deliverable
   - PTS provides data requests
   - PTS submits interview requests

2. **DATA GATHERING**
   - PTS conducts interviews
   - PTS reviews requested data
   - PTS reviews system setup when appropriate

3. **DATA ANALYSIS**
   - PTS analyzes findings
   - PTS prepares deliverable

4. **DEVELOPABLE PRESENTATION**
   - PTS presents deliverable and recommended next steps
   - PTS presents proposal to achieve next steps

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**WHO WE ARE**

We provide EHR implementations, IT help desk, application support, IT managed services, hosting, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, and large physician groups nationwide. With a team of over 400 clinical, financial and technical professionals, we have implemented EHR systems in more than 300 facilities. We offer staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.

—Todd Hatton, CIO
Saint Luke’s Health System

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“Parallon Technology Solutions provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with Parallon Technology Solutions we combined excellence, key proven practices and deep expertise for the benefit of SLHS.”

—Todd Hatton, CIO
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